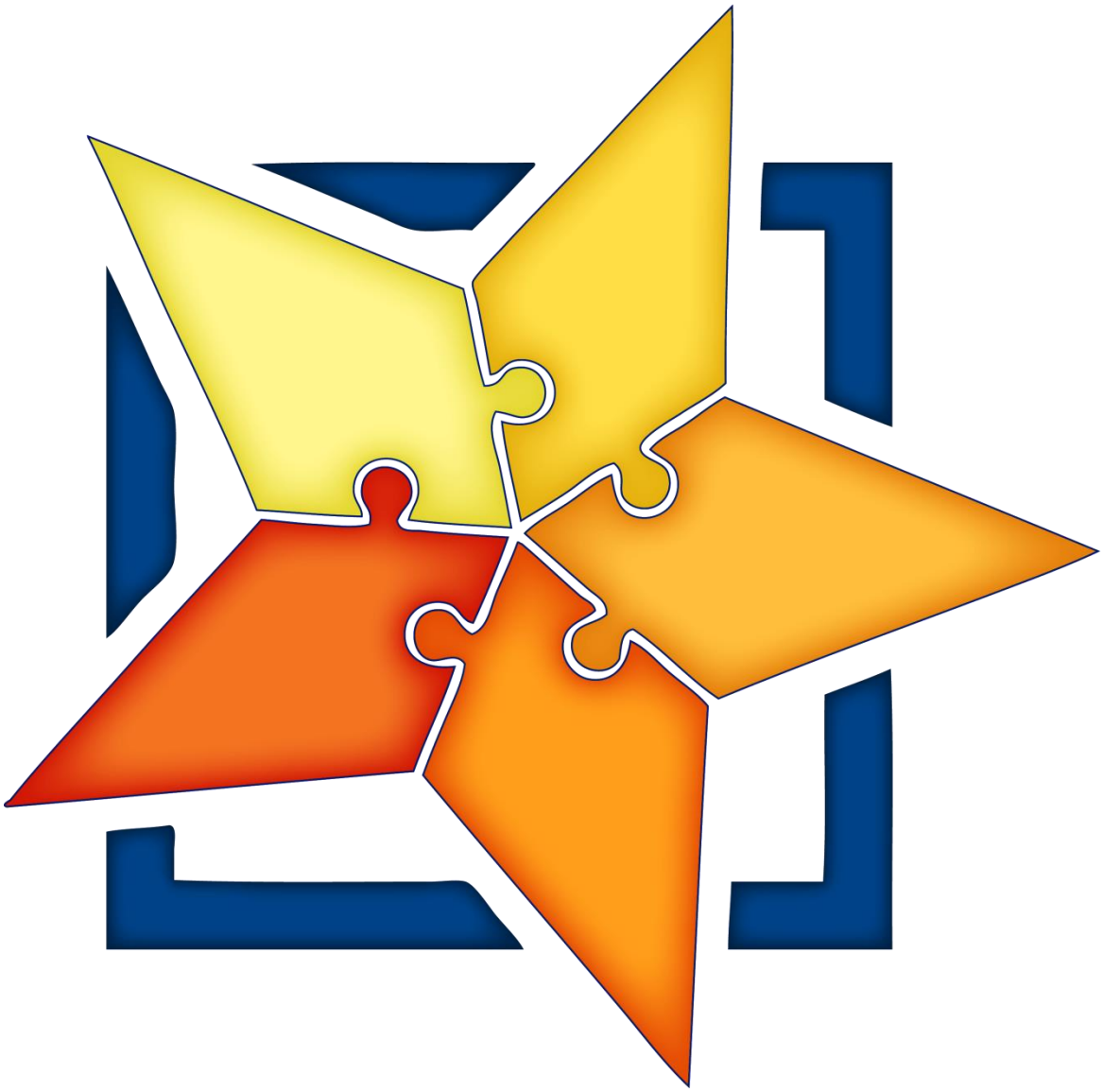
LearnAlaska

Reference Guide for Users



State of Alaska learn.alaska.gov/portal **September 27, 2013** **Version 1.3**

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1 INTRODUCTION

This *Reference Guide for Users* contains information on the LearnAlaska functionality that is available to all users. It covers the basics of logging into LearnAlaska, general navigation, system-wide features, and the user options available from the main menu.

For additional detailed user information, the *Meridian Global User Guide* is available for reference within the LearnAlaska Online Help and posted on the LearnAlaska Portal Page at **learn.alaska.gov/portal**.

2 GETTING STARTED

2.1 GETTING STARTED ALERTS

Before getting started with LearnAlaska, there are a few important items to review.

2.1.1 RECOMMENDED BROWSER

Internet Explorer is the recommended browser when accessing LearnAlaska. Other browsers such as Chrome or Firefox can be used, but you may experience some minor issues and observe some differences. LearnAlaska does not support Apple browsers, such as Safari.

2.1.2 BROWSER BACK AND REFRESH OPTIONS

Never use the *Back* or *Refresh* options on your internet browser while logged in to LearnAlaska. LearnAlaska is continually running background functions, and these browser options will interrupt this processing and can cause a system error.

To go back to a previous page, use the LearnAlaska internal navigation tools such as links, the Return buttons

, or the breadcrumb path that is always visible in the upper left corner of the page.

A Refresh icon appears in the upper right corner of those LearnAlaska pages where this functionality is applicable.

2.1.3 SELECTION OF MULTIPLE ITEMS

When selecting multiple items using checkboxes that span across multiple pages of a table, you must click the button for the specific action that is being taken before moving to the next page. This is necessary because when you move to another page within the same table any items selected on the previous page will be automatically de-selected.

2.1.4 AVOIDING POP-UP PROBLEMS

Pop-up blockers must be turned off for LearnAlaska. Pop-up windows are frequently used within LearnAlaska and will not function properly if blocked. To avoid pop-up issues, use the steps below to add LearnAlaska to your computer's list of trusted sites.

Internet Explorer

1. Access LearnAlaska's Login page.
2. Highlight and copy the site URL.
3. Select ***Tools > Pop-up Blocker > Pop-up Blocker Settings***.
4. Paste the site URL into the Address of Web site to allow field.
5. Click **Add**. The site URL displays in the "Allowed sites" list.
6. Click **Close**.

Firefox

1. Access LearnAlaska's Login page.
2. Highlight and copy the site URL.
3. Select ***Tools > Options.***
4. Click ***Content*** at the top of the window.
5. Click ***Allowed Sites***.
6. Paste the site URL into the Address of web site field.
7. Click **Allow**. The site URL displays in the list.
8. Click **Close**.
9. Click **OK**.

2.2 BASIC TERMINOLOGY

Listed below are basic terms that you should be familiar with when using LearnAlaska.

Term	Definition
Access Approval	A tool that requires users to obtain approval before accessing content or enrolling in an activity.
Batch Enrollment	Enrolling, or waitlisting, a user(s) for a section of a classroom course.
Bundle	A way of grouping together related items for training recommendations.
Categories	A tool used to organize content items.
Certification	A way to offer a training item(s) which awards the user with a Certification when successfully completed. This includes tracking when/if the Certification expires or requires renewal.
Classroom	Instructor-led course where students attend either in person or virtually.

Term	Definition
Content	An informational or reference material item to be reviewed by users. Examples include announcements, documents, and the LearnAlaska glossary. Content items are generally found under the Reference Center on the main menu. Content items are tracked on the My Transcript screen under the Content Filter options of: *All Non-Course Items*, *Completed Non-Course Items*, and *In-Progress Non-Course Items*.
Course	A true training item to be completed by users that is tracked and scored, when applicable. Examples include classroom training, online courses, curriculums, bundles, general courses, tests, certifications, and external learning. Courses are generally found under the Learning Center on the main menu. Courses are tracked on the My Transcript screen under the Content Filter options of: *All Courses*, *Completed Courses*, and *In-Progress Courses*.
Curriculum	A way to group related training items to control a plan of study (blended learning).
Domain	A portal with specified users, specific menu structure and configuration options, and separate content.
Enroll	When a user signs up to attend training.
Event	A placeholder for the logistics of a classroom section.
Equivalency	When the completion of one activity also satisfies the completion requirement of another.
External Learning	A way to track training a user has successfully taken and completed that is not offered directly through LearnAlaska but it is desirable to have it appear on the user's Transcript.
Online Course	Interactive training offered and taken entirely online.
Open Search	A search that includes no filter criteria. This is the broadest search option available and should be used with caution as in some places in the system it could return many results and impact system performance.
Prerequisite	When one activity must be completed before the user is allowed to access or enroll in another activity.
Required Training	A content or course item that has been assigned to a user and is required to be completed usually by a specified date.
Role	Each user within LearnAlaska is assigned a role which allows them access to a specific set of LearnAlaska functionality.
SCORM	Sharable Content Object Reference Model, used to create online courses.
Section	A single occurrence of a Classroom course.
Training Profile	An element used solely when assigning Required Training to provide a timeframe in which the training must be competed and/or re-taken.

2.3 LEARNALASKA ROLES

Each user within LearnAlaska is assigned a role which provides them with access to specific LearnAlaska functionality. The primary roles within LearnAlaska include the following:

- **Everyone** – A general user who can access the functionality outlined within this *Quick Reference Guide for Users*. All State of Alaska users have this role at a minimum.
- **User Manager** – A user who is identified as the manager for another user through the AKPAY Reports-To Structure. A user manager has access to additional functionality above that of the Everyone role for their direct reports. This additional functionality is covered in the *Quick Reference Guide for User Managers*.
- **Instructor** – A user who has been assigned to facilitate a training class. An Instructor has access to additional functions specific to facilitating their assigned training session. This additional functionality is covered in the *Quick Reference Guide for Instructors*.
- **Content Manager** – A user who has the ability to add, manage and delete content items.
- **Course Manager** – A user who has the ability to add, manage and delete all course items.

3 ACCESSING LEARNALASKA

LearnAlaska is a web-based application that can be accessed via the LearnAlaska portal page using the following link. LearnAlaska links are also located throughout the state's website including on the Division of Personnel and Labor Relations and Division of Finance homepage.

learn.alaska.gov/portal

The LearnAlaska Portal Page will be the first page that a user sees, from this page the user may review Announcements, Reference Materials, Frequently Asked Questions, or access the LearnAlaska Login Page. The following items are located on or can be performed from the LearnAlaska Login Page.

3.1 LOGIN TO LEARNALASKA

Enter your State of Alaska Active Directory login ID and password and then click **Log In** to access the system.

If you have forgotten your login ID or password, contact your agency's directory password administrator for assistance. Contact information can be found on the Departmental Enterprise Directory Password Administrator webpage located at **http://doa.alaska.gov/ets/dedpa.html**.

3.2 RECENT ANNOUNCEMENTS

Announcements are information or important communications intended for all users. Announcements are listed in descending order with the most recently posted announcement listed first.

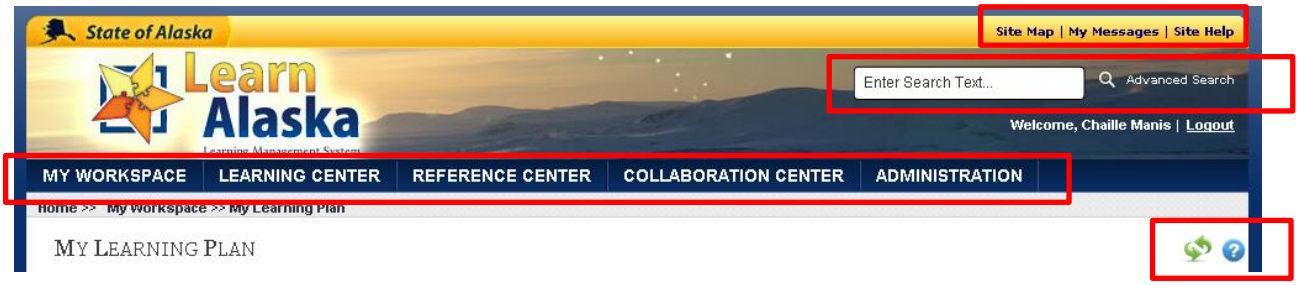
3.3 CONTACT ADMINISTRATOR

Click **Contact Administrator** to open a window used to send a message to the LearnAlaska Help Desk. You should follow the Online Self Help procedures to attempt to resolve your problem before contacting the LearnAlaska Help Desk. Examples of when you should contact the system

administrator include when you are having trouble with the system or you are experiencing a system error.

4 BASIC NAVIGATION

The upper portion of the each page contains the LearnAlaska banner and standard features that remain the same across all LearnAlaska pages.



In the upper right corner there are three options: ***Site Map***, ***My Messages***, and ***Site Help***. The ***Site Map*** displays all the main menu options in a list format for easy viewing. ***My Messages*** is where you view any messages that were sent to you through the internal LearnAlaska messaging feature. ***Site Help*** displays the online LearnAlaska help file.

The ***Site Search*** option is also located in the upper right corner. This feature enables you to search the entire LearnAlaska site for training courses or content using one of more key words. You may narrow your search results using the ***Advanced Search*** options.

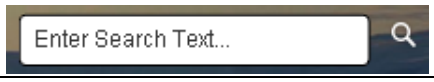
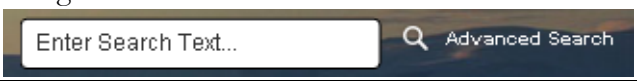
The question mark with a circle around it is the ***Help Icon*** and is located in the same place on every page. Click this icon to access page-level Help (i.e. information about the page that you are currently viewing).

The circular arrows is the Refresh Icon and displays on select pages. Click this icon to allow the page to load again and display your updated status.

The ***Main Menu*** displays on every page and is available at all times to provide easy access to the five major areas within LearnAlaska. Each area on the ***Main Menu*** is described below**.**

Main Menu Option	Description
My Workspace	Used to access your personal information, learning plan, shortcuts, calendar and other items.
Learning Center	Used to search for and access training courses (classroom and online), curriculums, bundles, tests, facilities, and certifications. The most commonly used option under the Learning Center is the Course Catalog.
Reference Center	Used to search for and access non-course content including announcements, documents, and the glossary of terms (except those associated with specific training courses).
Collaboration Center	Used to search for and locate instructors and to send email messages to an instructor.
Administration	Used to view information about the system.

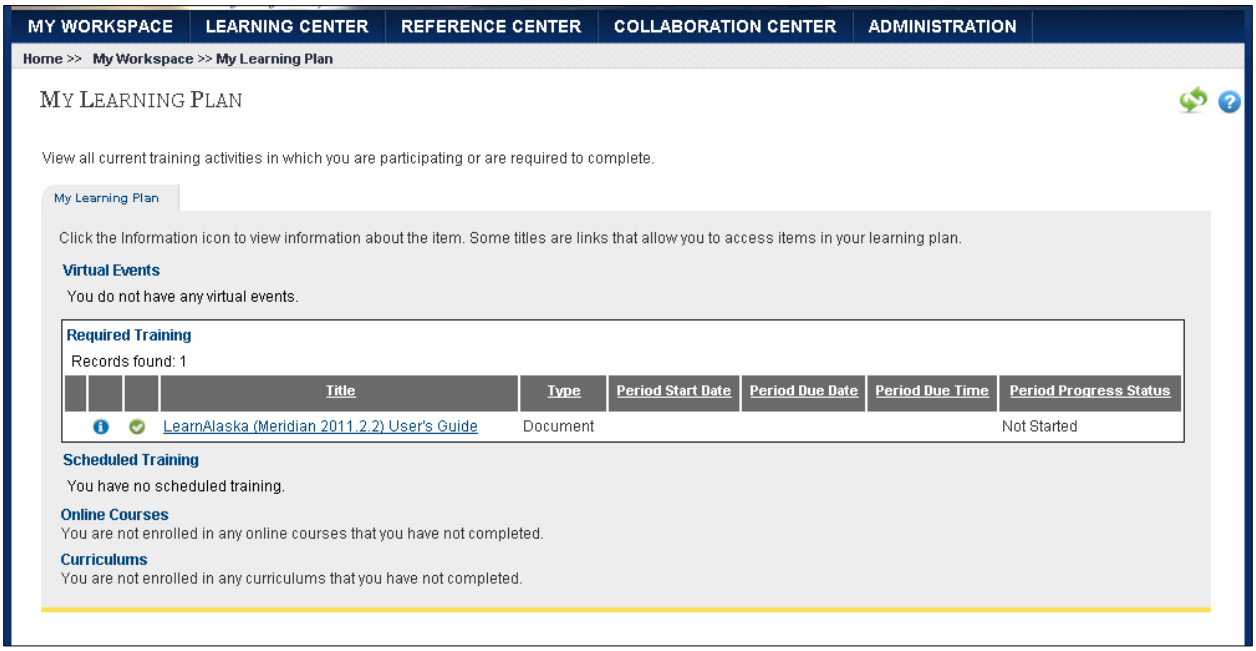
There are several common navigation elements that are used system wide. These are identified below.

Navigation Element	Description
Simple Search	Available on every screen in LearnAlaska where searching users, courses or content items is permitted. Allows the user to perform a quick search by the primary element being searched for such as a user's last name or a course title. 
Advanced Search	Available on every screen in LearnAlaska where searching user, courses or content items is permitted. Usually found as a link in the same area where a Simple Search is found. Allows the user to narrow their search results using additional fields to specific information about the item being searched. 
Search Results – Page Size	For each search result, the user can change the number of rows that appear per page for that one search result table by using the Page Size option at the bottom of the table.
Info	Found in the first or second column of most tables. Click on this icon to see detailed information about the item. The higher the access a user has in LearnAlaska the more detail that will be available to them.
Editing Status	Related specifically to course or content items: Indicates the item on the table is available to enroll in or access. Indicates the item on the table is currently being revised. The user will be able to click on the item and view the Details page, but will not be allowed to enroll in or access the item until revisions are completed and the item is checked back in and made available to users again.

5 MY LEARNING PLAN

My Learning Plan is the default page that displays when you login to LearnAlaska. This page allows you to view all current training courses in which you are registered or where you are in progress for completion. This page also includes all activities that have been assigned to you as required training which are not yet complete. You can click on some training course titles to access the course details directly from this page.

You may also access this page from the main menu by selecting ***My Workspace > My Learning Plan***.



My Learning Plan displays information about the following training components.

My Learning Plan	Description
Virtual Events	Instructor-led classes held live over the web using tools such as WebEx with defined start and end dates/times.
Required Training	Courses that have been assigned to you as required to be completed. If a Required Training item is not completed by the assignment due date, the item will remain visible in this area to allow the user to continue to easily access and complete the item.
Scheduled Training	Face-to-face instructor-led classes with defined start and end dates/times.
Online Courses	Electronic courses that can be launched and completed at any time following enrollment.
Curriculums	A grouping of related training items (blended learning). All active curriculums in which you are currently enrolled are displayed in this area. It does not include the individual courses or content contained within the curriculum. Once you complete a curriculum, it is removed from this area.

5.1 VIRTUAL EVENTS

For each virtual event, the following information items are available.

Virtual Items	Description
Course/Event Title	The name of the course and the virtual event which displays as a link that allows you to access the event.
Event Date Range	The start date/time of the first section event, and the end date/time for the last section event.

5.2 REQUIRED TRAINING

For each required training course, the following information items are available.

Required Items	Description
Title	The title of the required training.
Type	The type of training such as classroom, document, online or virtual.
Period Start Date	The start date of the timeframe in which you are required to complete the training.
Period Due Date	The end date of the timeframe in which you are required to complete the training.
Period Due Time	The ending time of the timeframe in which you are required to complete the training. An ending Period Due Time, may not always be specified.
Period Progress Status	Your current status in completing the required training.

5.3 SCHEDULED TRAINING

All active classroom course sections in which you are currently enrolled or waitlisted and the end date has not passed are displayed in this area. If you are waitlisted in more than one section for the same course, each section is displayed separately. Courses are removed from this area after their scheduled end date has passed.

For each scheduled training item, the following information is available.

Scheduled Items	Description
Course Title	The title of the scheduled training course. You may click on the course title to access the Details page for the section (not the course).
Enrollment Status	Your current status for the course section (enrolled or waitlisted).
Status Date	The date on which you were enrolled in the course section.
Section Date Range	The start date and end date for the course section. The start and end times may also be included.
Section Title	The name of the course section.

5.4 ONLINE COURSES

All active online courses in which you are enrolled are displayed in this area. You may access the courses by clicking the course title. Once you complete an online course, it is removed from this area. For each online course, the following information is available.

Online Items	Description
Title	The title of the online training course. You may click on the course title to access the course directly from this page.
Enrollment Date	The date on which you enrolled in the training course.
Last Access Date	The date on which you last launched or accessed the training course.

5.5 CURRICULUMS

All active curriculums in which you are enrolled are displayed in this area. The individual courses or content contained within the curriculum are not displayed here. You may access the ***Details*** page for the curriculum by clicking the title. Once you complete a curriculum, it is removed from this area. For each curriculum, the following information is available.

Curriculum Data	Description
Title	The title of the curriculum. You may click on the curriculum title (if it is a link) to access the Details page and view your options for the content.
Enrollment Date	The date on which you enrolled in the curriculum.
Last Access Date	The date on which you last launched or accessed the curriculum.

6 MY WORKSPACE

My Workspace contains the functions available to all users related to their personal LearnAlaska account and activity. The menu options located within the ***My Workspace*** menu are listed below.

My Workspace	Description
My Learning Plan	Allows the user to view all current training courses in which they are registered or are in progress for completion.
My Transcript	Official record of your completed training within LearnAlaska.
My Access Requests	Record of your requests to enroll in training or to access content items.
My Calendar	Contains classroom activities in which you are registered and events you have added such as meetings, vacations, etc.
My Shortcuts	Shortcuts you have added to specific course and content items that you frequently access.
My Account	Displays a user's information that has been loaded from the State's payroll system, AKPAY.
My Domains	Identifies the domains of which you are currently a member.
My Messages	Displays messages you have received from other users within LearnAlaska through the internal LearnAlaska email system.

6.1 MY LEARNING PLAN

My Learning Plan is the default page that displays when you login to LearnAlaska. ***My Learning Plan*** displays all current training courses in which you are registered or in the process of completing and all required training that you have not yet completed. Content items are not included as they are not tracked on your transcript. See **Section 5: My Learning Plan** for additional information.

6.2 MY TRANSCRIPT

My Transcript is the official record of your completed training taken within LearnAlaska. Data migrated from TrainAlaska, the State's former learning management system, will also be displayed on the user's transcript. This area includes current training courses in which you are enrolled or are

in the process of completing and all other required training that you have been assigned. You access ***My Transcript*** through ***My Workspace > My Transcript.***

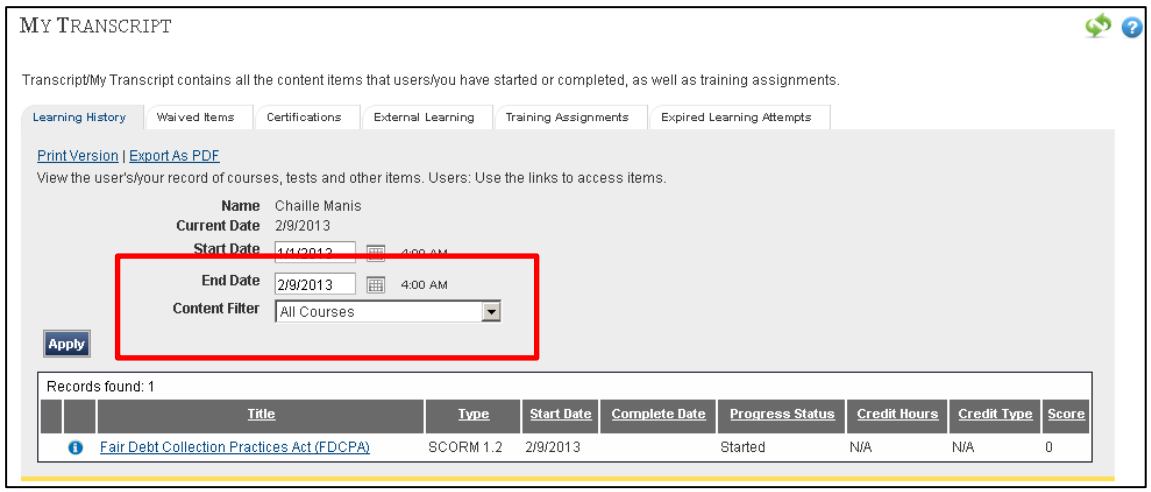
Content, or non-training items, such as Documents, FAQs, Announcements, and Surveys may also be tracked through ***My Transcript*** for a user.

Your ***My Transcript*** information can be printed or exported to a PDF file. Since it is an official training record it cannot be exported to Excel where it could possibly be altered.

There are several tabs on the ***My Transcript*** page that provide information on a specific type of training. These tabs are described below.

6.2.1 LEARNING HISTORY

The ***Learning History*** tab is used to view all course and content items in which you have enrolled, are in the process of completing, or have completed. Each training attempt is listed individually so if you take the same course multiple times each separate completion is tracked.



You can use the Start Date, End Date, and Content Filter options to narrow your display results if desired.

To display only training course items, use these options in the Content Filter dropdown menu: *All Courses*, *Completed Courses*, or *In-Progress Courses*.

To display only content items, use these options in the Content Filter drop down menu: All *Non-Course Items*, *Completed Non-Course Items*, or *In-Progress Non-Course Items*.

6.2.2 WAIVED ITEMS

The ***Waived Items*** tab is used to view courses that have been waived for you. This means you have been excused from completing this training. Waived items are only applicable when a training item is a prerequisite for another training item and it is determined that you do not need to complete the prerequisite item.

6.2.3 CERTIFICATIONS

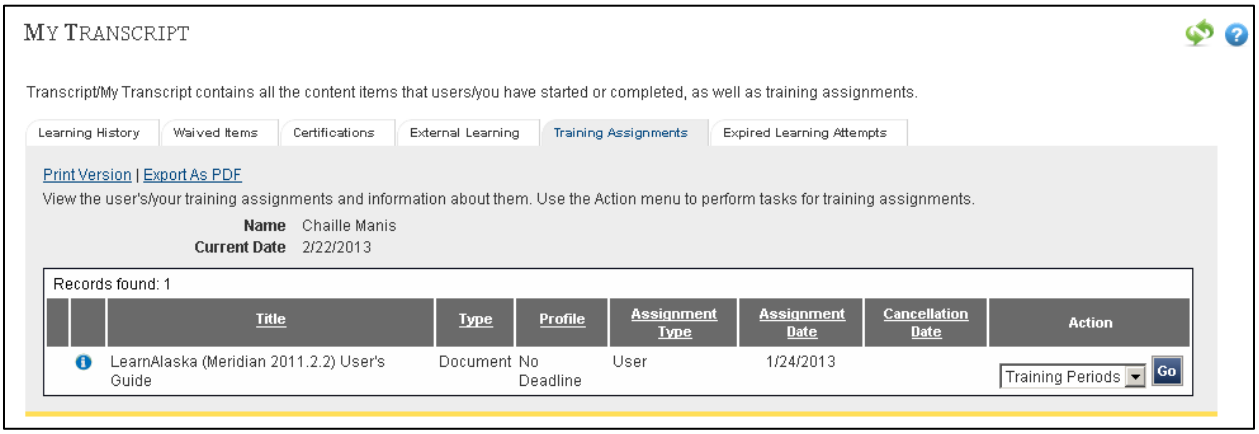
The ***Certifications*** tab is used to view your past and current Certifications once they have been earned by completing a Certification item within LearnAlaska.

6.2.4 EXTERNAL LEARNING

The ***External Learning*** tab is used to view all non-SOA sponsored courses converted from TrainAlaska. The State is not currently supporting the External Learning functionality for future training courses.

6.2.5 TRAINING ASSIGNMENTS

The ***Training Assignments*** tab is used to view all courses assigned to you as Required Training. Click **Go** under that Action column to view the entire history of course assignments.



6.2.6 EXPIRED LEARNING ATTEMPTS

The ***Expired Learning Attempts*** tab identifies the versions of an item started for a course or content item which expired before you were able to complete it.

6.3 MY ACCESS REQUESTS

My Access Requests tracks all approval requests you have made to enroll in a course or to access a content item. Each request initially shows the course name, date the request was made, and an approval status of *Pending*. Once the approver has responded, the status will change to either *Approved* or *Denied*. You can use the Search Text**,** Content Type and Current Status search options to narrow your display results if desired.

You access ***My Access Requests*** through ***My Workspace > My Access Requests.***

6.4 MY CALENDAR

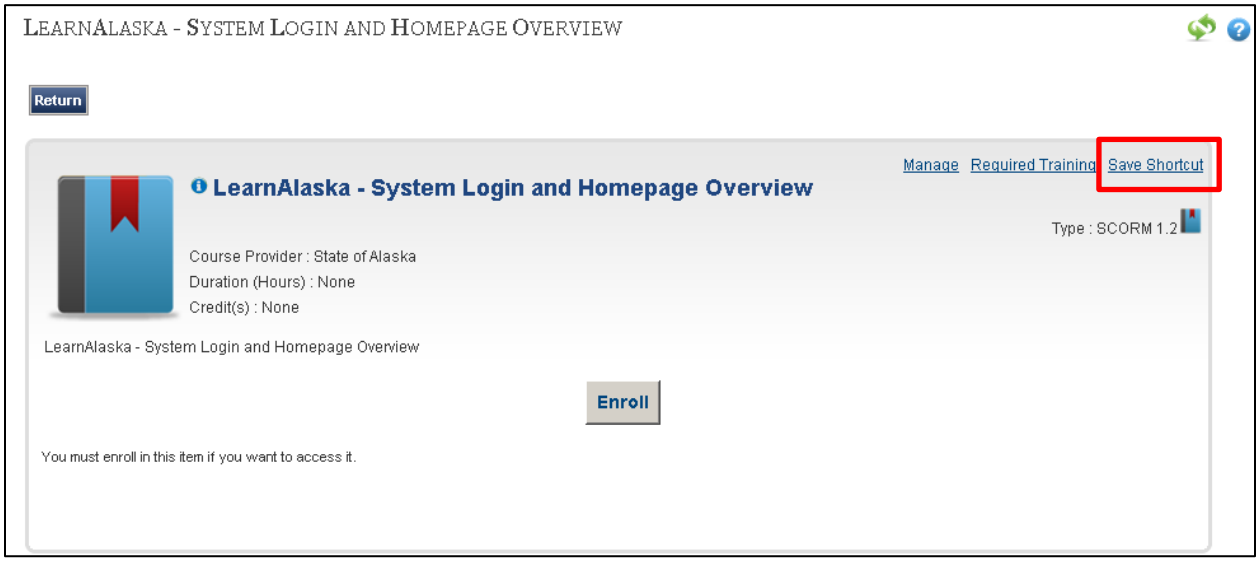
My Calendar displays classroom activities (courses with start and end dates/times) in which you are registered. The ***My Calendar*** function does not replace the employee's Outlook calendar and should only be used to track training enrollments and teaching engagements. Tracking leave or holidays is not recommended or supported in LearnAlaska. You may forward appointments from your ***My Calendar*** to your Outlook calendar, but there is no syncing that occurs between the two calendars so edits made in LearnAlaska or Outlook will not be synced between the two calendars.

If you have been assigned as an Instructor for a specific Classroom Section, the Classroom Section will also appear on the calendar. You access ***My Calendar*** through ***My Workspace > My Calendar.***

LearnAlaska checks this calendar for scheduling conflicts when you attempt to enroll in a classroom course and when an instructor is being assigned to facilitate a Classroom Section.

6.5 My Shortcuts

My Shortcuts allows you to set up a single screen with shortcuts to specific course and content items you frequently access. You have the option of clicking a Save Shortcut button in the details screen of every course and content item. This adds a link to that item on the ***My Shortcuts*** screen so you can easily access it without performing a search. You access ***My Shortcuts*** through ***My Workspace > My Shortcuts.***



6.5.1 Add or Remove an Item on My Shortcuts

1. Go to ***Learning Center > Course Catalog.***
2. Locate the training course or content item you wish to add to or remove from ***My Shortcuts*** using the Search Text field and/or Advanced Search options.
3. Click on the course or content item title to open the ***Details*** page.
4. To add a shortcut for this item, click the Save Shortcut link in the upper right corner of the ***Details*** page. Once you have added a shortcut for this item, the Save Shortcut link changes to a Remove Shortcut link.

OR

5. To remove a shortcut for this item, click the Remove Shortcut link.
6. Click **Return** to close the ***Details*** page.

6.6 My Account

My Account displays a user's information that has been loaded from the State's payroll system, AKPAY. Many of the data fields displayed in ***My Account*** are not editable, but are helpful for reviewing your data. To view your user data access the ***Edit Profile*** option under the ***My Account*** menu option.

The tabs displayed in ***Edit Contact Information*** menu include:

Tab	Description
Contact	This tab contains your current contact information. You may edit all fields on this tab except for *First Name*, *Last Name*, and *Email Address*.
Manager	You may view the name of your current manager on this tab. If the manager listed on this tab is not correct, you will need to contact your agency's administrative support staff to submit an update to the Division of Personnel and Labor Relations to revise the data in AKPAY.
Organization	You may view the organization to which you belong on this tab.
Job Title	You may view your job title information on this tab.
Professional	Do not click on this tab. Accessing this tab currently causes a system error.
Preferences	You may view the system preferences that have been programmatically configured for all users in LearnAlaska on this tab. ***It is not recommended that you change any of the options on the Preferences tab as it could impact your use of LearnAlaska.***

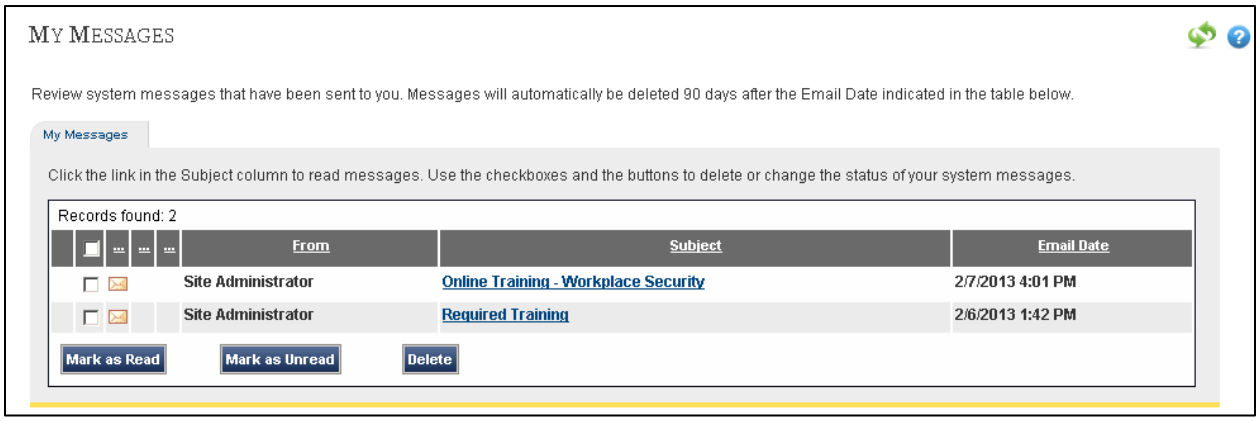
6.7 My Domains

My Domains displays a list of the domains that you have access to. Most users will only have access to a single domain. The domain that you are currently working in displays in Bold.

If you have access to multiple domains and you click on a domain other than the one you are currently working in, you will automatically be logged out of your current domain and logged into the newly selected domain.

6.8 My Messages

My Messages is an alternative area where all email communications, either generated through automatic event triggers or sent to/received from other users within LearnAlaska are stored. Messages in this area can be read, marked read/unread, have attachments launched, be printed and deleted. However, you cannot reply, compose, or send messages under ***My Messages***.



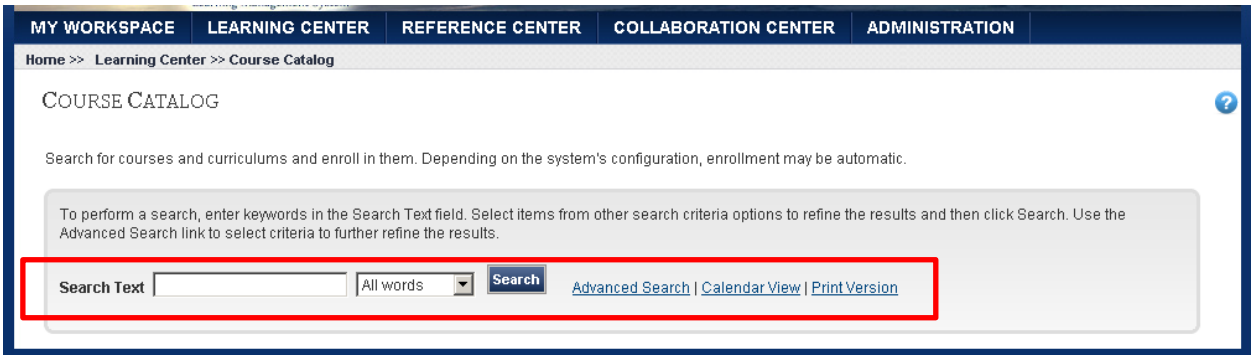
7 LEARNING CENTER

The ***Learning Center*** is the primary location for users to search for training courses and other learning events. The ***Learning Center*** allows you to find online and virtual courses to take, locate classroom training to attend, tests to take, and detailed information about where instructor-led training is being held. The menu options located within the ***Learning Center*** section are listed below.

Learning Center	Description
Course Catalog	Used to search for and view information on courses/curriculums you can enroll in.
Tests	Used to search for and view details regarding tests that you can take.
Bundles	Used to search for a bundle or group of content items.
Training Facilities	Used to locate facilities in which courses, training and other events take place. You may also view information about the facility, get maps and directions, and view rooms within the facilities and information about the rooms.
Certifications	Used to search for certifications and view details regarding the certification's objectives, content, alternate options, and other information.

7.1 COURSE CATALOG

The ***Course Catalog*** is the directory where you can find all the courses and training content contained within LearnAlaska that you are allowed to view and to enroll in. You access the ***Course Catalog*** by clicking ***Learning Center > Course Catalog.***



To locate a course or curriculum, enter the title or portion of a title in the **Search Text** field and then click **Search**. If you just click **Search**, then all training items within LearnAlaska will display.

The Advanced Search link provides you with additional options with which to narrow the scope of your search. The Calendar View link displays scheduled courses in a calendar format. The Print Version allows you to print a copy of your search results. You can select the Print Version link after you have performed your search to view and/or print a print-formatted version of the search results.

You can click on the title of a course or curriculum to access the ***Details*** page. The ***Details*** page provides additional information about the course. This page also provides you with a button that indicates what action you can take related to the course or content item such as **Request Access**,

Access Item, **Enroll**, or **Cancel Enrollment**. Refer to **Section 11** of this document for specific instructions related to **Requesting Access** and **Enrolling** for course and content items.

You should use the **Return** button to go back to the course catalog search results.

7.2 TESTS

Tests can be created directly within LearnAlaska and offered as standalone courses. Your final score and the length of time spent taking the test is stored within LearnAlaska and will appear under you're ***My Transcript*** information. You can view this information by selecting the test name and then clicking the View Details link on the ***Details*** page.

7.2.1 ENROLL IN AND COMPLETE A TEST

1. Go to ***Learning Center > Tests***.
2. Locate the desired document using the simple search Search Text field and the Advanced Search options if necessary. To display all Tests, click **Search** without entering a value in the Search Text field.
3. Click on the desired Test within the search results to display the ***Details*** page.
4. Click the **Access Item** button.
5. After the internet browser window opens with the test, click the title of the test in the table of contents on the left, if necessary, to begin.
6. Answer each of the Test questions and then click **Submit**.
7. Review your score and whether or not you passed the test by reaching the required mastery score.

Note: For some tests, you may be able to launch and review the test or take it again.

8. Click **Continue.** The screen re-displays and you may have the option to Open a New Attempt and a View Certificate button. You can print a certificate when you are viewing it.
9. Close the internet browser window.

7.3 BUNDLES

A ***Bundle*** is a group of learning elements similar to a Curriculum. However, Bundles are used to provide a suggested group of training and / or reference items rather than a more structured, and often required, group of elements within a Curriculum. There are two types of bundles.

Bundle Type	Description
Progress	This bundle type can contain either Designated (required) and / or Discretionary (optional) learning elements. Progress and completions are tracked within this bundle type. When all required items with a Progress Bundle have been successfully completed, the Bundle receives a status of "Satisfied".

Content	This bundle type contains only Discretionary (optional) learning elements. Progress and completions are not tracked within this bundle type.

Unlike Curriculums, only the completion of the required learning elements included within a Progress Bundle will appear on your Transcript with a status of "Satisfied". Content Bundles never appear on your Transcript. The individual learning elements completed are tracked on your Transcript.

7.3.1 ACCESS A BUNDLE

1. Go to ***Learning Center > Bundles.***
2. Locate the desired document using the simple search Search Text field and the Advanced Search options if necessary. To display all Bundles, click on **Search** without entering a value in the Search Text field.
3. Click on the desired Bundle within the search results to display the ***Details*** page.
4. Click the **Access Item** button.
5. You may now click on the individual learning elements to begin taking the included training.

7.4 TRAINING FACILITIES

A ***Training Facility*** is a location for a face-to-face instructor-led class offered through LearnAlaska. You can use this area to view details related to a training facility that you may need to visit for a class such as the exact address, the type of training room, and the driving directions.

7.4.1 RESEARCH A TRAINING FACILITY

1. Go to ***Learning Center > Training Facilities.***
2. Locate the desired document using the simple search Search Text field and the Advanced Search options if necessary. To display all training facilities, click on **Search** without entering a value in the Search Text field.
3. Click on the desired training facility within the search results to display the ***Details*** page.
4. View the available rooms within the training facility.
5. Click Map Directions.
6. Enter your starting address in the Starting Address area. The Ending Address is pre-filled with the address of the training facility.
7. Click **Get Directions**. This will take you to Mapquest.com and display your driving directions.

7.5 CERTIFICATIONS

A ***Certification*** is usually an award attesting to the completion of a course of study and / or the passing of a qualifying exam. A ***Certification*** may be a formal requirement for a user to perform their job, or it may be an informal requirement with an organization. ***Certifications*** are set up

within LearnAlaska and users access them to complete the required items to earn or obtain, the ***Certification***.

7.5.1 FIND AND ACCESS A CERTIFICATION

1. Go to ***Learning Center > Certifications.***
2. Locate the desired document using the simple search Search Text field and the Advanced Search options if necessary. To display all ***Certifications***, click on **Search** without entering a value in the Search Text field.
3. Click on the desired certification within the search results to display the ***Details*** page.
4. View the items required within the ***Certification***.

8 REFERENCE CENTER

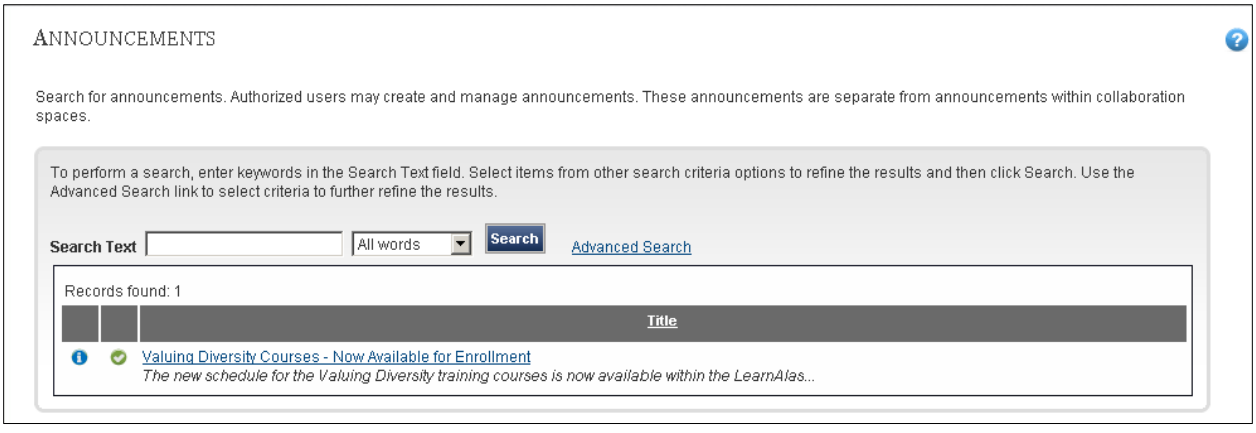
The ***Reference Center*** is where non-course content intended for informational or reference purposes is stored. You do not enroll in items founds under the ***Reference Center*** menu since they are informational material instead of training to be tracked.

The menu options located within the ***Reference Center*** section are listed below.

Reference Center	Description
Announcements	Information or important communications.
Documents	Files and references of various types such as quick reference guides, web sites, etc.
Glossary	Contains terms, definitions for term and related terms that are used in LearnAlaska.

8.1 ANNOUNCEMENTS

The two most current active announcements are automatically posted on the Login page when they are created. The most recent announcement appears at the top and you can scroll down to review previous Announcements. ***Announcement*** can also be accessed directly or searched under the ***Reference Center*** menu.



8.1.1 REVIEW AN ANNOUNCEMENT

1. Go to ***Reference Center > Announcements.***
2. Locate the desired announcement using the Search Text field. To display all announcements, click on **Search** without entering a value in the Search Text field.
3. Click on the desired announcement within the search results to display the ***Details*** page.
4. Click the **Access Item** button to view the entire announcement.

8.2 DOCUMENTS

Documents are uploaded to LearnAlaska and offered as information items or reference materials. ***Documents*** can be any type of file or URL address that can be launched and read and include the following formats: PDF, Word, Excel, or PowerPoint.

Documents that are tracked as training and appear on your transcript are created as General Courses and can be found in the Course Catalog. However, documents that you need to review will appear under ***My Transcript*** when the *Completed Non-Course Items* option is selected in the Content Filter field.

8.2.1 ACCESS A DOCUMENT

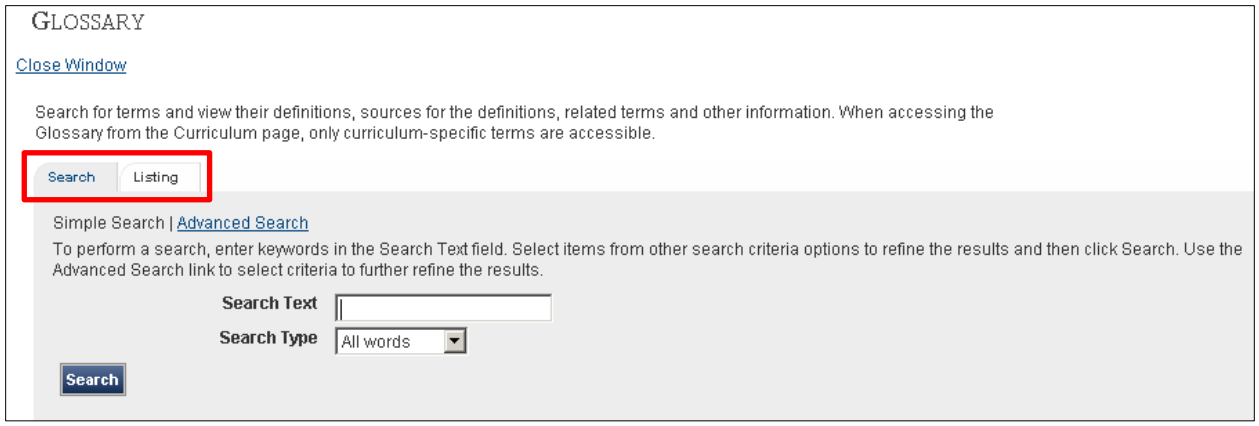
1. Go to ***Reference Center > Documents.***
2. Locate the desired document using the Search Text field and the Advanced Search options if necessary. To display all documents, click on **Search** without entering a value in the Search Text field.
3. Click on the desired document within the search results to display the ***Details*** page.
4. Click **Access Item**. The document will display in a new window.
5. When your review is complete, close the window and click **Mark Complete.**

8.3 GLOSSARY

The ***Glossary*** contains terms and definitions created by administrators. The source of the definition and related terms is also included, if applicable. Unlike the ***Glossary*** found under ***Site Help***, these terms are specific to a domain and can be tailor to the needs of each domain.

You can locate a glossary term in two ways using the glossary tabs:

- Perform a simple search.
- Click the ***Listing*** tab and select the first letter of the term from the alphabetical list displayed.



8.3.1 *FIND AND ACCESS A GLOSSARY TERM*

1. Go to ***Reference Center > Glossary.***
2. Locate the desired document using the simple search Search Text field and the Advanced Search options if necessary. To display all documents, click on **Search** without entering a value in the Search Text field.

   Or -- Click on the ***Listing*** tab.

   Click on the first letter of the desired glossary term.
3. Review the definition and click **Return**.
4. Close the internet browser window.

9 COLLABORATION CENTER

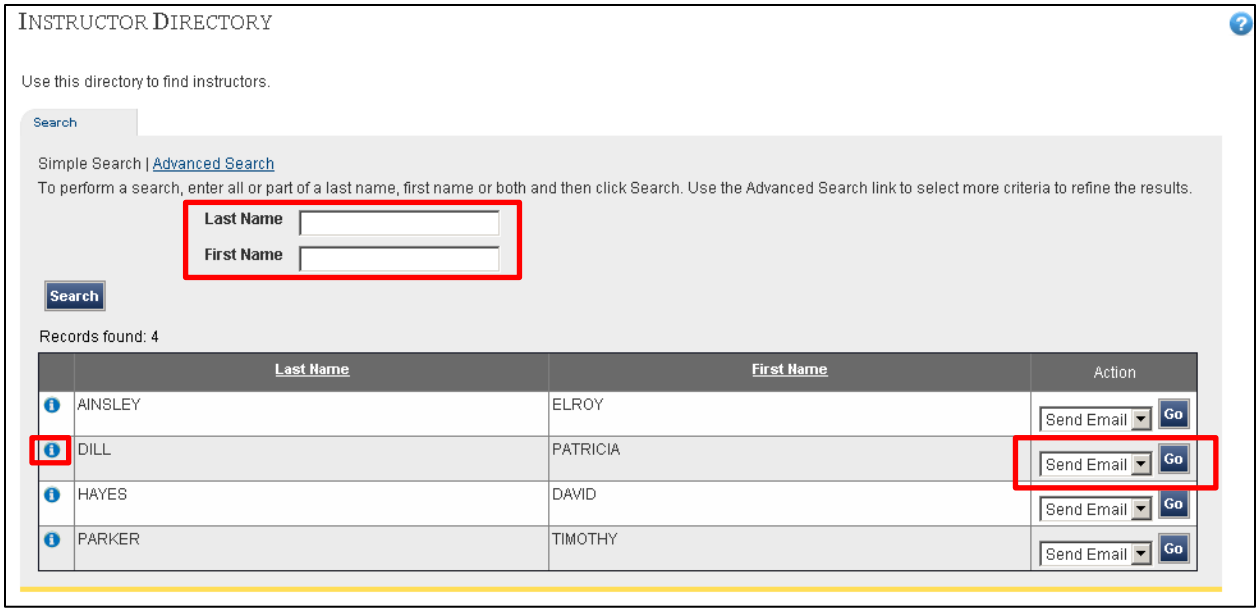
The ***Collaboration Center*** is where you can access the ***Instructor Directory*** that can be used to look up instructor information and send emails to an instructor through LearnAlaska.

Collaboration Center	Description
Instructor Directory	Used to search for an instructor and send an email message to that instructor.

9.1 INSTRUCTOR DIRECTORY

The ***Instructor Directory*** is created when Administrators set up users as instructors within LearnAlaska. You can search this list of instructors by name using the simple search or also by location and qualifications using the advanced search. Once found, you can send an email to the instructor directly from the ***Instructor Directory*** page.

You can also click on the Information icon to view the instructor's experience (if populated), contributions to LearnAlaska, preferences, and contact and professional information,



9.1.1 *FIND AN INSTRUCTOR*

1. Go to ***Collaboration Center > Instructor Directory.***
2. Locate the desired instructor using the Simple Search Last Name / First Name fields or the Advanced Search options if necessary. To display all instructors, click on **Search** without entering a value in the Last/First Name fields.
3. Locate the desired instructor in the search results.
4. Click on the information icon in front of the instructor's name to view additional information regarding the instructor.

9.1.1.1 Send an Email to an Instructor

1. Go to ***Collaboration Center > Instructor Directory.***
2. Locate the desired instructor using the Simple Search Last Name / First Name fields or the Advanced Search options if necessary. To display all instructors, click on **Search** without entering a value in the Last / First Name fields.
3. Locate the desired instructor in the search results.
4. Select **Send Email** in the drop down menu under the Action column. Click **Go.**
5. The ***Send Email*** window will open. Complete the required information on the ***Send Email*** window and click **Send.** If you would like to review your email before sending, select the ***Preview*** tab.
6. Click **Return** to close the window and return to the ***Instructor Directory*** page.

10 ADMINISTRATION

The ***Administration*** area is where you view information about the system. Authorized users may also access the approval console, manage users, content, training and talent; and manage other

options that affect the system. For general LearnAlaska users, only the ***About the System*** option is available.

The menu option located within the Administration section is listed below.

Administration	Description
About the System	Displays information about the system such as version and contact information.

10.1 ABOUT THE SYSTEM

The ***About the System*** area is used to review details of LearnAlaska's such as the version, build date and more.

10.1.1 REVIEW LEARNALASKA DETAILS

1. Go to ***Administration > About the System.***
2. A window displays containing information regarding the LearnAlaska system.
3. Click the Close Window link to close the pop-up window.

11 ENROLLING IN TRAINING

11.1 REQUEST ACCESS

Some courses require a user to request access approval prior to enrolling. Course Managers assign specific approval paths when they set up training. These approval paths can be simple or complex. The most commonly used path requires Manager's Approval before a student can enroll in a course or content item.

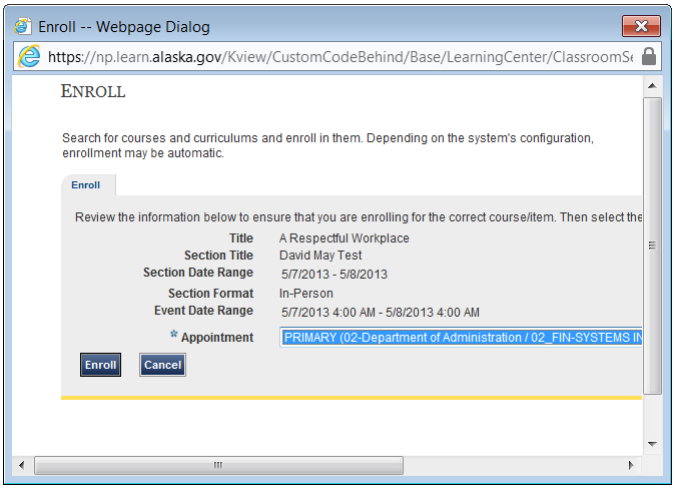
A course that requires access approval has a **Request Access** button on the ***Details*** page. When you **Request Access** a message is sent to the appropriate person(s) to approve. You also receive a message advising you that your request was sent. Once your request is approved you will receive an email in your State of Alaska email account and a message will appear in LearnAlaska in ***My Workspace > My Messages*** advising you are approved or denied.

11.2 ENROLL IN A CLASSROOM COURSE

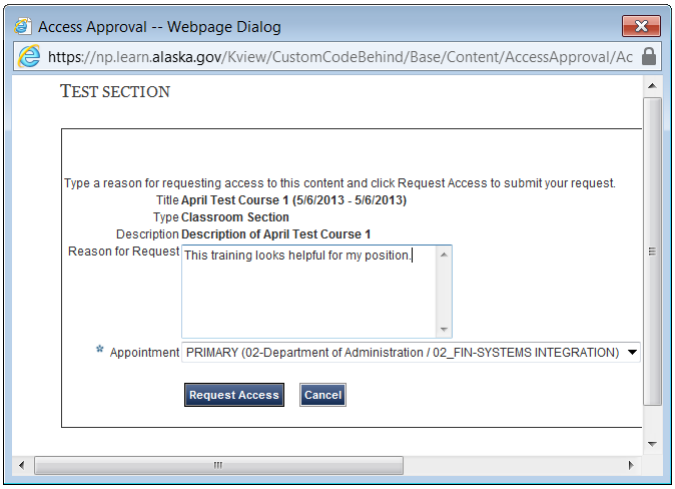
Depending on the setup of a classroom course, you may need to request access before enrolling in a course section. To find and enroll in a Classroom course:

1. Go to ***Learning Center > Course Catalog***.
2. Locate the desired course using the simple search Search Text field and the Advanced Search options if necessary. To display all course, click on **Search** without entering a value in the Search Text field.
3. Click on the desired training course within the search results to display the ***Details*** page.
4. Active ***Sections*** will be displayed in the ***Sections*** area at the bottom of the ***Details*** page. **Click** on the Section title that you would like to request enrollment in.
5. Depending on how the class has been setup, you will be presented with two options: **Enroll** or **Request Access**.

6. For classroom courses not requiring approval, click the **Enroll** button.
    a. An ***Enroll*** window is displayed that includes section information for the class for which you are enrolling. You may need to move the horizontal scrollbar at the bottom of the window to the left to fully display the information.



    b. Select your Appointment from the dropdown field. For employees appointed to multiple positions in the State's payroll system, more than one option will appear in the Appointment dropdown box. Select the appointment associated with the training you are registering for.
    c. Click the **Enroll** button to submit your request.
    d. The Section ***Details*** page will re-display. The Enroll button has been replaced with a note regarding the submission of your enrollment request. There is a link displayed to **Cancel Enrollment**. You may click **Cancel Enrollment** to cancel your enrollment.
7. For classroom courses requiring approval, click the **Request Access** button.
    a. An ***Access Approval*** window is displayed that includes section information for the class for which you are requesting approval. You may need to move the horizontal scrollbar at the bottom of the window to the left to fully display the information.



b. Complete the Reason for Request textbox, this information will be forwarded to the approver(s) defined for this course.

c. Select your Appointment from the dropdown field. For employees appointed to multiple positions in the State's payroll system, more than one option will appear in the Appointment dropdown box. Select the appointment associated with the training you are registering for.

d. Click the **Request Access** button to submit your request.

e. The Section ***Details*** page will re-display. The Request Access button has been replaced with a note regarding the submission of your access request. There are two links displayed: **View History** and **Cancel Request**. Click **View History** to view the details of your request including your Reason for Request and the status of your access request. You may click **Cancel Request** to cancel your request for approval.

8. Once your request has been approved or processed the course will appear in your list of Scheduled Training on your ***My Learning Plan***.

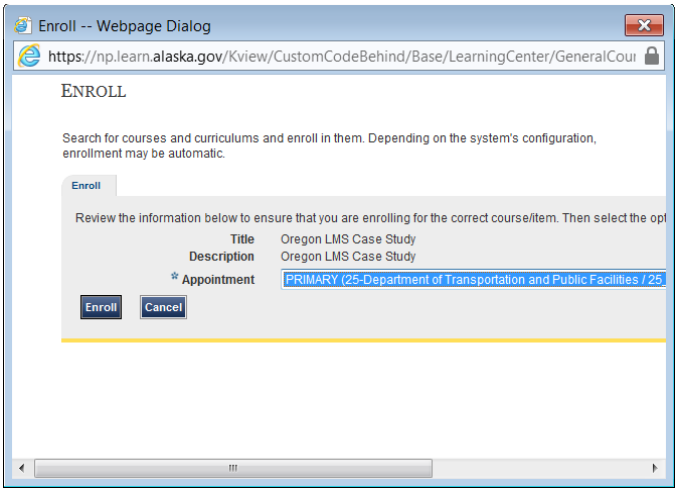
9. You may return to the Section ***Details*** screen from the link in your ***My Learning Plan > Scheduled Training*** to view the details of the section or to **Cancel Enrollment**.

11.3 Access a General (Online) Course

Depending on the setup of a general (online) course, you may need to request access before accessing the content for the online course. To find and enroll in an online course:

1. Go to ***Learning Center > Course Catalog***.
2. Locate the desired course using the simple search Search Text field and the Advanced Search options if necessary. To display all course, click on **Search** without entering a value in the Search Text field.
3. Click on the desired training course within the search results to display the ***Details*** page.
4. For an online course not requiring approval, click the **Enroll** button.

a. An ***Enroll*** window is displayed that includes information for the course for which you are enrolling. You may need to move the horizontal scrollbar at the bottom of the window to the left to fully display the information.

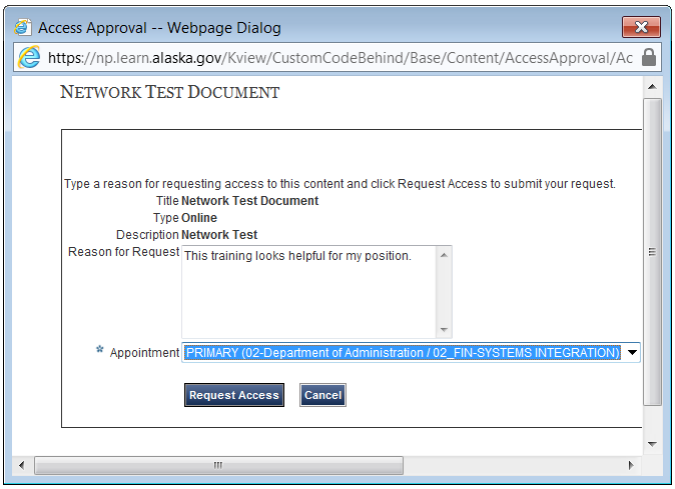


b. Select your Appointment from the dropdown field. For employees appointed to multiple positions in the State's payroll system, more than one option will appear in the Appointment dropdown box. Select the appointment associated with the training you are registering for.

c. Click the **Enroll** button to submit your request.

5. For an online course requiring approval, click the **Request Access** button.

a. An ***Access Approval*** window is displayed that includes information about the class for which you are requesting approval. You may need to move the horizontal scrollbar at the bottom of the window to the left to fully display the information.



b. Complete the Reason for Request textbox, this information will be forwarded to the approver(s) defined for this course.

c. Select your Appointment from the dropdown field. For employees appointed to multiple positions in the State's payroll system, more than one option will appear

in the Appointment dropdown box. Select the appointment associated with the training you are registering for.

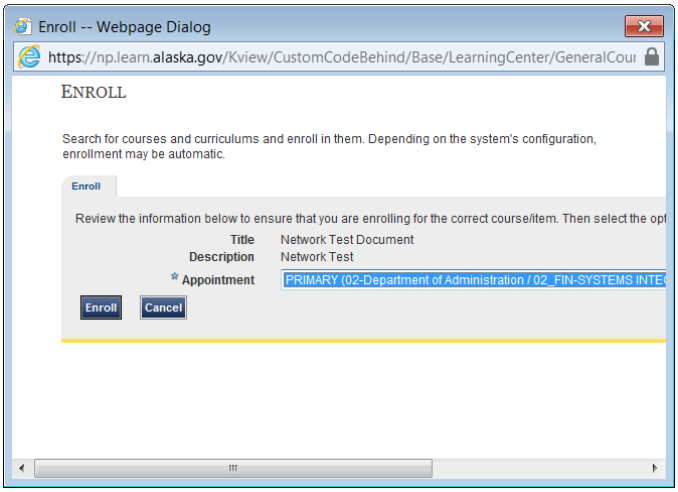
d. Click the **Request Access** button to submit your request.

e. The course ***Details*** page will re-display. The Request Access button has been replaced with a note regarding the submission of your access request. There are two links displayed: **View History** and **Cancel Request**. Click **View History** to view the details of your request including your Reason for Request and the status of your access request. You may click **Cancel Request** to cancel your request for approval.

f. Once you receive notice that your request has been approved you will need to search for the course at ***My Workspace > My Access Requests***. Click the course title to open the course ***Details*** page.

g. Click **Enroll** on the course ***Details*** page.

h. An ***Enroll*** window is displayed that includes information for the course for which you are enrolling. You may need to move the horizontal scrollbar at the bottom of the window to the left to fully display the information.



i. Select your Appointment from the dropdown field. For employees appointed to multiple positions in the State's payroll system, more than one option will appear in the Appointment dropdown box. Select the appointment associated with the training you are registering for.

j. Click the **Enroll** button to submit your request.

6. The Online Course will now appear in your list of Online Courses on your ***My Learning Plan***.

7. You may return to the Section ***Details*** screen from the link in your ***My Learning Plan > Online Courses*** to view the details of the course, **Access Item**, or to **Cancel Enrollment**.

8. The Course ***Details*** page will re-display. The Enroll button has been replaced with a button to **Access Item**. You may also **Cancel Enrollment** from the Details window.

9. Click **Access Item** to launch the course.

10. When you are done, close the window, and after a few seconds of delay, the Course ***Details*** page will refresh and a new option will be added to **Mark Complete**. Click **Mark Complete** if you are done with the course, you may also click **Access Item** if you would like to open the course again.
11. When you select **Mark Complete** a new window will open in which you are agreeing that you have read and/or participated in the course to the fullest extent possible. Read the statement and click **Mark Complete** if you agree.
12. You will be returned to the Course ***Details*** screen, but new options are now available, you may choose to **Open New Attempt** or **View Certificate**.

12 ADDITIONAL USER REFERENCE INFORMATION

12.1 MERIDIAN GLOBAL REFERENCE MATERIALS

Detailed information regarding each functional option within LearnAlaska can be found within the *Meridian Global User Guide* and *Meridian Global Administrator Guide*. Both of these detailed information guides can be accessed by selecting ***Reference Center > Documents*** and using the simple search to locate these documents**.**

12.2 ONLINE TRAINING MODULES

A set of online training modules are available that provide an overview of the LearnAlaska Login Page, My Learning page, and each of the main menu options. These online training modules are available from the LearnAlaska portal page at **learn.alaska.gov/portal** and through the ***LearnAlaska Course Catalog***.

12.3 QUICK REFERENCE GUIDES

Quick Reference Guides provide concise instructions on how to perform certain common functions within LearnAlaska. The Quick Reference Guides are available from the LearnAlaska portal page at **learn.alaska.gov/portal** and through the ***LearnAlaska Reference Center***.